

ABSTRACT

Erlinda, No.BP 16101155310711, Management of the Faculty of Economics and Business (2020), The Effect of Employee Engagement and Work Motivation on Employee Performance with Organizational Citizenship Behavior as an intervening variable (case study at the Padang Tawar Air Health Center), under the guidance of Dr. Ir Muhammad Ridwan, S.E, M.M and Ibuk Vivi Nila Sari, S.E, M.M.

This study aims to determine how much influence Employee Engagement and Work Motivation on Employee Performance with Organizational Citizenship Behavior as an intervening variable. The method of collecting data in this study was by distributing questionnaires with a sample of 35 respondents. The analytical method used is multiple linear regression analysis and path analysis using SPSS 25.

Based on research obtained based on the t test (partial) Employee Engagement and Work Motivation partially had a positive and significant effect on Organizational Citizenship Behavior with (Sig <0.05), then based on the F Test (Simultaneous) obtained Employee Engagement and Work Motivation together -same positive and significant effect on Organizational Citizenship Behavior with (Sig <0.05). And also the results of research based on the t test (partial) obtained Employee Engagement, Work Motivation and Organizational Citizenship Behavior partially positive and significant effect on Employee Performance with (Sig <0.05), and based on the F test (Simultaneous) obtained Employee Engagement, Motivation Work and Organizational Citizenship Behavior together have a positive and significant effect on Peawai Performance with (Sig <0.005). The contribution of Employee Engagement and Work Motivation to the Organizational Citizenship Behavior variable was 54.4% and the remaining 45.6% was influenced by other variables outside of this study. Then the contribution of Employee Engegement, Work Motivation and Organizational Citizenship Behavior to Employee Performance variable is 66.9% and the remaining 33.1% is influenced by other variables outside this study.

Finally, the authors suggest to the Freshwater Health Center to be able to increase Employee Engagement, Work Motivation and Organizational Citizenship Behavior on Employee Performance.

Keywords: Employee Engegement, Work Motivation, Organizational Citizenship Behavior, Employee Performance

ABSTRAK

Erlinda, No.BP 16101155310711, Manajemen Fakultas Ekonomi dan Bisnis (2020), Pengaruh *Employee Engagement* dan Motivasi Kerja terhadap Kinerja Pegawai dengan *Organizational Citizenship Behavior* sebagai variabel intervening (studi kasus pada Puskesmas Air Tawar Padang), dibawah bimbingan Bapak Dr. Ir Muhammad Ridwan, S.E, M.M dan Ibu Vivivi Nila Sari, S.E, M.M.

Penelitian ini bertujuan untuk mengetahui seberapa besar pengaruh *Employee Engagement* dan Motivasi Kerja terhadap Kinerja Pegawai dengan *Organizational Citizenship Behavior* sebagai variabel intervening. Metode pengumpulan data pada penelitian ini adalah dengan menyebarkan kuisioner dengan jumlah sampel 35 responden. Metode analisis yang digunakan adalah analisis regresi linier berganda dan analisis jalur menggunakan SPSS 25.

Berdasarkan penelitian yang didapat berdasarkan uji t (Parsial) diperoleh *Employee Engagement* dan Motivasi Kerja secara parsial berpengaruh positif dan signifikan terhadap *Organizational Citizenship Behavior* dengan (Sig < 0,05), kemudian berdasarkan Uji F (Simultan) diperoleh *Employee Engagement* dan Motivasi Kerja secara bersama-sama berpengaruh positif dan signifikan terhadap *Organizational Citizenship Behavior* dengan (Sig < 0,05). Dan juga hasil penelitian berdasarkan uji t (Parsial) diperoleh *Employee Engagement*, Motivasi Kerja dan *Organizational Citizenship Behavior* secara parsial berpengaruh positif dan signifikan terhadap Kinerja Pegawai dengan (Sig < 0,05), serta berdasarkan uji F (Simultan) diperoleh *Employee Engagement*, Motivasi Kerja dan *Organizational Citizenship Behavior* secara bersama-sama berpengaruh positif dan signifikan terhadap Kinerja Pegawai dengan (Sig < 0,005). Kontribusi *Employee Engagement* dan Motivasi Kerja terhadap variabel *Organizational Citizenship Behavior* adalah sebesar 54,4% dan sisanya 45,6% dipengaruhi oleh variabel lain diluar dari penelitian ini. Kemudian kontribusi *Employee Engagement*, Motivasi Kerja dan *Organizational Citizenship Behavior* terhadap variabel Kinerja Pegawai adalah sebesar 66,9% dan sisanya 33,1% dipengaruhi variabel lain diluar penelitian ini.

Akhirnya penulis menyarankan kepada Puskesmas Air Tawar untuk dapat meningkatkan *Employee Engagement*, Motivasi Kerja dan *Organizational Citizenship Behavior* terhadap Kinerja Pegawai.

Kata kunci: *Employee Engagement*, Motivasi Kerja, *Organizational Citizenship Behavior*, Kinerja Pegawai